

SYSTEM AND METHOD FOR MEASURING AND MANAGING PERFORMANCE IN
AN INFORMATION TECHNOLOGY ORGNIZATION

Abstract of the Disclosure

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5 An IT measurement system is aligned with the IT
organization's business goals by examining the IT
organization's current state-of-affairs with respect to
measurement and analyzing how it maps to a proposed
measurement model. To ensure the viability of the proposed
10 measurement model, the IT organization and measurement
processes it employs are structured to naturally support the
collection, analysis, reporting, and use of the measurements
in the proposed model. The measurement model and associated
techniques work from a top-down approach, starting with the
15 goals of the organization, identifying appropriate behaviors
and finally associating measures that will empirically
demonstrate achievement of the behaviors. In addition,
algorithms for prioritization are executed to ensure that
the best fitting measures are selected in the final
20 measurement model.